HEALTHCARE FOR THE UNINSURED OF MONROE AND OWEN COUNTIES

5 YEARS IN REVIEW



vimmonroecounty.org

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CLINIC HOURS:

MEDICAL APPOINTMENTS

Tuesday		
Wednesday	8 am to 5 pm	
Friday		
i i		
Monday	8 am to 8 pm	
Thursday	o am to o pm	
The lest metions		
The last patient 45 minutes before		
ELIGIBILITY APPOINTMENTS		

Monday
Tuesday
Wednesday
Thursday
Friday

LOCATION & TRANSPORTATION



Bloomington Transit #4 downtown bus serves the Volunteers in Medicine clinic location.







Member Agency

VOLUNTEERS IN MEDICINE: BRIDGING THE GAP

Margaret Mead once said, "Never doubt that a small group of committed citizens can change the world; indeed, it is the only thing that ever has." Volunteers in Medicine is a testament to the power of our community to come together on behalf of the most vulnerable among us. The VIM "culture of caring" is the bridge across the gap between those with access to healthcare and those without it. It is an unfortunate truth that tens of millions of Americans live without any reasonable access to even the most basic medicine, and this scarcity is evident in our communities as well. Between Monroe and Owen Counties, an estimated 21,000 individuals meet the standards for being considered "medically underserved." This definition includes being without insurance coverage and living at or below 200% of the Federal Poverty Guidelines.

Since opening its doors on April 23, 2007, the Volunteers in Medicine clinic has provided readily accessible, primary and preventive medicine without ever sacrificing quality of care. Medications are prescribed and filled on-site at no cost to the patient. Both acute and chronic conditions are managed, as well as life issues related to men-

tal/behavioral health and social work. Health education is a valuable tool to empower individuals to take control of their lives and well-being.

Moving forward, the Volunteers in Medicine clinic will continue to partner with every available practitioner, organization, and resource to accomplish continuously evolving, ambitious goals to provide high quality healthcare to people otherwise unable to access these critical services.

Every day dedicated employees and volunteers work to close the gap of scarcity and despair by bringing together our community with com-

passion and dignity to promote healing, enhance health, and create hope.

As we celebrate VIM's fifth anniversary, we look back with gratitude for the generosity and vision held by so many individuals in Monroe and Owen counties not only for opening the clinic, but for sustaining it for five strong years. We are grateful to those who have supported our clinic with their contributions of time, funding, and resources enabling us to provide healthcare to those who have nowhere else to go. VIM is truly community-owned, community-operated, and community-financed. Thank you community!



Back row from left to right:

Jo Hargesheimer (Eligibility Coordinator), Amanda Rector (Administrative Assistant), Christy Trendelman (Pt Assistance Coordinator), Dr. Dwain Illman (Medical Director), Tammie Stikeleather (Pharmacy Tech), Willie Mussler (Pharmacist), Shelley Sallee (Volunteer Coordinator), Evan Galup (Front Office Coordinator) Kim Brown (Medical Assistant)

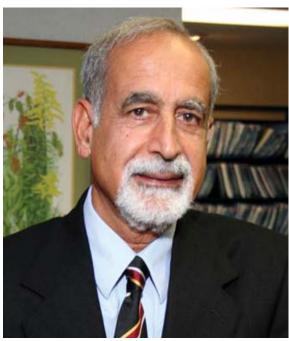
Front row.

Nancy Richman (Executive Director) Sung Park (Nurse Practitioner) Brenda Painter (Nurse Practitioner) Maritza Alvarez (Registered Nurse) Amanda Boyd (Clinical Coordinator)

This publication highlights the growth and evolution of the VIM clinic over the past five years. There are a number of statistics showcasing the clinic's progress from the opening five years ago to the present. We are pleased and humbled by the demonstrated demand for VIM services and the community support that has allowed us to meet these demands.

WHAT A DIFFERENCE A VISION MAKES

The vision of a free medical clinic staffed primarily by retired providers and lay volunteers came to life with the opening of the first Volunteers in Medicine clinic in 1992 in Hilton Head, South Carolina. Since that time, 89 VIM clinics have opened across the country. The concept was brought to Bloomington as an idea in 2005. With the passionate, visionary and relentless leadership of Dr. Rajih Haddawi, and through the work of a dedicated group of healthcare providers, (what was then) Bloomington Hospital, Bill and Gayle Cook, city and county government, community leaders, and the community at large, Volunteers in Medicine of Monroe County has grown into a successful organization that, today, barely keeps pace with demand. Clearly, Volunteers in Medicine is changing lives of so many individuals in Monroe and Owen Counties. Providing such a vital service to our patients is truly a privilege.



Dr. Rajih Haddawi

Volunteers in Medicine is a free medical clinic for the residents of Monroe and Owen counties lacking insurance and the ability to pay for health care services.

MISSION STATEMENT

In cooperation with others in the community, Volunteers in Medicine provides the following services without cost to the medically underserved in Monroe and Owen counties:

- easily accessible, quality primary and preventive health care
- treatment for both acute and chronic conditions
- health education that empowers people to take responsibility for their own well-being.

VISION STATEMENT

In our community where human need and human resources are found in abundance, we partner with others to close the gap by providing a place where need and resources come together with compassion and dignity to promote healing, enhance health and create hope.

VIM NEWS

THE IMPACT OF THE SUPREME COURT DECISION ON VOLUNTEERS IN MEDICINE

The Supreme Court's affirmation of the constitutionality of the Affordable Care Act (ACA) allows the country to proceed with plans to implement the many provisions of this historic health care legislation. Since March 2010, when the legislation was passed, some provisions have already been implemented, resulting in previously uninsured Americans obtaining health coverage. However, major provisions of the law will not be implemented until 2014.

Volunteers in Medicine (VIM) Clinic of Monroe County will continue to be a critically important safety-net provider of healthcare services, both before and after the 2014 implementation date. Since the law was passed, as health care costs have continued to escalate at an alarming rate, more Americans have lost their health insurance and joined the ranks of the uninsured. Experts agree that even when millions of people are able to purchase affordable insurance as a result of the provisions in the ACA, there will still be millions of people who do not qualify for, or are excluded from applying for subsidized insurance. Those people in this situation in Monroe and Owen counties will continue to rely on the community-owned, community-financed, community-operated Volunteers in Medicine safety net for their health care.

States have significant power to shape Medicaid programs, and between now and 2014, preparation for implementation of the ACA among states will have enormous variability, and depend on a state's commitment to fund Medicaid subsidies for lower income residents to purchase health insurance through "exchanges". The insurance products offered through exchanges will vary greatly in cost and coverage. It remains to be seen how Indiana will respond to the Supreme Court's decision.

VIM remains a vital component of the physical, mental and economic health of our two-county community, and that will not end in the foreseeable future, even with the implementation of the Affordable Health Care Act. The community's ongoing investment in VIM will continue to assure access to quality, low cost medical care for those who remain uninsured after the implementation of this legislation.

VIM's mission is to offer quality health care in a caring and dignified environment to the uninsured of Monroe and Owen counties, and for as long as the pronounced need in our community remains, we shall endeavor to meet it.

NEW EXECUTIVE DIRECTOR NAMED IN 2012 - NANCY RICHMAN

In early 2012 the VIM Board of Directors named Nancy E. Richman, Ph.D., M.P.A., to the position of Executive Director following the resignation of Elizabeth Thompson. Richman joins Volunteers in Medicine from Indiana University Health Bloomington Hospital, where she served as the Senior Consultant in the Organization Effectiveness Department. Richman received her Ph.D. in Clinical Psychology at Boston University and



went on to get a Master's in Public Affairs degree at Indiana University, Bloomington, with a concentration in non-profit management. Richman has been active in the community having served on the board of directors at Middle Way House, and has lived in Bloomington for the past six years.

As executive director, Richman manages the operations of the clinic with a small staff of paid employees and hundreds of medical and lay volunteers as they provide care for thousands of patients. "Over the past six months, I have witnessed countless examples of employees and volun-

teers going above and beyond to provide a culture of caring and excellent medical services for our patients. It is a privilege for me to take the helm of this amazing organization and build on the solid foundation already set in place."

Richman replaced Elizabeth Thompson who had served as director of the VIM clinic since 2007.

For more information, visit our website www.vimmonroecounty.org

PATIENTS TELL THEIR STORIES: LETTERS TO VIM FROM GRATEFUL PATIENTS

MARK ACES

Several years ago a physician acquaintance, Dr. Corinna Repetto, introduced many colleagues of mine and myself to a new concept to provide healthcare to lower income, uninsured persons in the Bloomington community. Many of us gladly donated to this cause. I could not have imagined at that time that I would one day be a recipient of care from what became the current Volunteers in Medicine organization.

Life is a funny old dog; you never know where she'll curl up and lie down. Fast forward about six years, and I found myself unemployed and largely unemployable, savings depleted, dependent upon Social Security and insulin, and without health



insurance. Worse, my spouse also suffered from diabetes and the multiple, harsh consequences of a traumatic brain injury. Our prescription bills alone totaled over \$1700 per month.

We turned to VIM. Upon being certified, we promptly received top quality care from some of the finest internists and specialists in Bloomington. Our prescriptions were covered. In short, our lives were saved from death by complications from diabetes and from the descent into emotional and psychological trauma that can result from brain injury.

While our nation debates how to provide needed healthcare to unserved millions. the physicians, nurse practitioners, nurses, social workers, pharmacists, techs, staff and volunteers at VIM are taking action. We don't know what the future of healthcare in America will be. We do know the deplorable state it is in now. Instead of debating, the people of VIM are acting. Their actions are making the difference between life and death, quite literal death, for those in our community who are uninsured and unable to afford healthcare services. They deserve the support and respect of all.

KATHY BELL

It happened gradually. Reading was the first thing to go. I thought all I needed was new eye glasses, but Dr. Smith said glasses weren't going to help. I had really bad cataracts and was going to need surgery. Me and my husband were out of jobs. I didn't know what to do or how to get help. Dr. Smith told me to go to VIM. I met with Jo and she worked really hard to find a way for me to have the surgery. Dr. Cohen agreed to do it. By April I was legally blind; I could see outlines, but I couldn't drive, read, clean, shop or anything. My husband had to do it all.



Dr. Cohen and the Surgery Center staff were wonderful. You'd think you'd get treated differently because you don't have money or health insurance. But that didn't happen. They were wonderful to me. Getting my eyesight back changed my life.

I have other health issues as well. I go to VIM for blood work every 6 weeks and have to take 11 scripts a month. My family was doing what they could to help me buy them, but now I get them at VIM. People don't realize what VIM does for people. Without VIM, my family, Dr. Smith and Dr. Cohen, I just don't know where I'd be today.



Dear VIM,

I would love to say thank you all so much. I don't know what would happen to us without your support. So from the bottom of my heart I thank all of you. You do so much for everyone. You are angels. Thank you.



To each and every one of you that so freely give of yourselves... Thank you so much for acting as a blessing in my life. You truly have been instrumental in my recovery. With that, I hope to give to another what was so freely given to me.

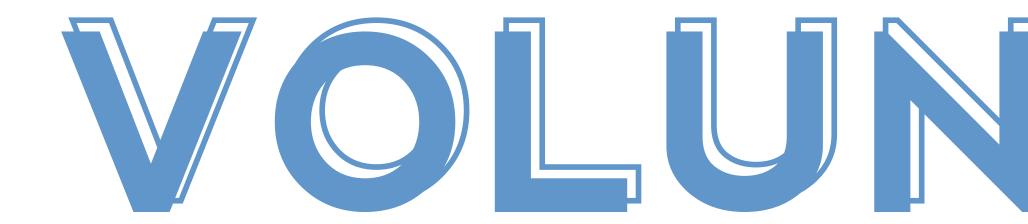


Dear VIM,

I want to tell all the staff that works here that they are awesome. I feel so blessed that I'm in good hands. The people here seem to really care and try to give 100% of the time. Thanks so much. God Bless.

May we have eyes to see those who are rendered invisible and excluded; open arms and hearts to reach out and include; healing hands to touch their lives with love and in the process heal ourselves.





THE HEART AND SOUL OF OUR WORK

Volunteers are a vital part of the clinic's operations. From the licensed medical professionals to the lay volunteers, every role is indispensable.

Currently, there are over 300 professionals who have donated their time and expertise to help the clinic succeed. In addition, lay volunteers who work in areas such as eligibility interviewing, patient assistance, pharmacy, medical records, appointment scheduling, data entry, and reception keep the clinic operational every day. Becoming a new volunteer is a simple process that holds incalculable rewards for those who make that commitment. See our website, www.vimmonroecounty.org, for information on volunteering

In 2011 our medical professionals donated 5,980 hours to caring for VIM patients. Our lay volunteers donated in excess of 10,000 hours. This amazing generosity is the heart and soul of Volunteers in Medicine.

Volunteers in Medicine of Monroe County would like to gratefully thank the following professional volunteers and organizations who currently provide healthcare services to the medically underserved in our community. Without you our mission would not be possible!

ON-SITE VOLUNTEER PROVIDERS

Elizabeth Anderson, NP William Anderson, MD Jamie Bales, MD Eric Bannec, MD Vanessa Beard, PA-C Bradford Bomba, Jr., MD Manoochehr Borhan, MD Rita Burkholder, NP Michael Burns, NP Doug Carr, MD Eung Jun Cha, MD Rebecca Cohen, MD Earl Craig, MD Janet Delong, PT Russell Dukes, MD Charles Egnatz, MD John Faulkner, RpH Kay Fields, NP Sarah Frederickson, LAC Joan Goodman, NP Amartyadeb Goswami, MD Perry Griffith, MD Rajih Haddawi, MD Lisa Holmes, NP Tom Hrisomalos, MD Melissa Hullinger, MD Dwain Illman, MD Mauro Janoski, MD James Johnson, MD Jeffrey Jones, DDS Kriss Kaufman, NP Caitilin Kelly, MD David Kenworthy, DDS Paul Kern, MD Judith Klein, MD Karen Knight, LSW Beth Kreitl, LSW Priya Kumar, MD Eva Lenard, LCSW Dawn Lucas, RDCD Nancy Macklin, NP Mary Mahern, MD Valerie Markley, APRN Iva Martin, NP Jennifer Meador-Stone, LAC Brian Moore, MD Janis Neff, LMHC Sarah Newcomer, RpH Rachel O'Connor, NP Diane Pence, LMHC Ursula Penrose, NP Norda Ratcliff NP Wesley Ratliff, MD James Ray, MD

Robin Roberts, DDS

Dawn Robinson, NP

Todd Rowland, MD

John Salva, PT

Dan Sapir, MD

Jill Smith, NP

Lauren Selo, RpH

Ralf Smith, RpH

Alan Somers, MD

Robert Stone, MD

Judy Summerville, LAC

Diana Swanson, NP
Sarah Tieman, MD
Garry Tinnes, MD
Danielle Toner, LAC
Michael Tracy, PhD
Rhonda Trippel, MD
Jacqueline Trueblood, MD
Laura VanDoran, NP
Johan Verhulst, MD
Wallskog, Peter, MD

ON-SITE NURSING TEAM VOLUNTEERS

(Nursing Team consists of RN, LPN, EMT, and Athletic Trainer Students) Rosalin Allen Ruth Allen Patricia Andralliski Brittney Backer (s) David Baglivi (s) William Borders (s) Wonkee Chang Kathy Church Kyleah Cochran (s) Ute Coyne Patricia Downey Beverly Enslow Hilary Hamilton Kimberely Haselton Mary Hawkins Christopher Hoak Mary Hoffmann Shanaz Judge Aleatha Langley Cindy Mann Janet McIntosh Julia McPherson (s) Lara Moore Lissa Morris Betsy Reinbold Michael Rogers Carla Schick Grace Schultz (s) Constance Sheffler Jennifer Trout Lloyd Wilson Julia Woodbridge

OFF-SITE SPECIALISTS ACCEPTING VIM REFERRALS

Levi Wright

VIM REFERRALS
Annette Alpert, MD
Camila Amaudo , MD
Nathan Baynes, PA-C
Philip Behn, MD
Jitender Bhandari, MD
Bharati Kharkar, MD
Jennifer Black, PA-C
Mary Ann Bough, DC
Judson Brewer, MD
Rebecca Brewer, MD
Clark Brittain, MD
David Byrne, MD
Louis Calli, Jr, MD
Harold Cohen, MD

Richard Combs, MD Brian Cook, MD Wendy Corning, MD Jayne Crescimbeni-Pierce, NP Philip Crooke, MD Carrie Davis, MD Mark Dayton, MD Gene DeVane, DPM Dallas Drummond, DC Andy Ferguson, MD Matthew Fornefeld, MD Narcissa German, MD Gary Gettlefinger, MD Prodyot Ghosh, MD Joel Griffith, MD John Hammerstein, MD Mark Hansen, MD Timothy Hodges, MD Brian Hoff, MD Michael Hoffman, MD Norman Houze, MD Denise Howard, DO Travis Hulbert, DC Ann Marie Hyatt, MD Lynn James, LMHC Paul Johnson, MD Lucinda Jordan, DC David Joyce, MD Jacqueline Joyce, MD Kevin Kathman, PA Karuna Koneru, MD John Labban, MD Brittany LaFree, PA-C Lois Lambrecht, MD Dean Lenz, MD Brandt Ludlow, MD Aaron Mast, MD Ron Masters, LCSW Lawrence McBride, MD Daniel McCormack, MD Emma McCormack, MD Charles McKeen, MD Kathleen McTigue, MD Rajan Mehta, MD Craig Morrow, DC Greg Morrow, DC Brian Murphy, MD Todd Nisley, PA-C Kenneth Oglesby, DPM Eric Orth, MD Brandon Osmon, DC Demetrius Patton, MD Jennifer Peterson, MD Amar Pinto, MD Jesse Phillips, MD William Pugh, MD Brad Ray, MD

Matthew Reeck, MD

Matt Reeves, DO

J.R. Sarpa, MD

Daniel Selo, MD

Susan Shick, NP

Brett Spier, MD

Tara Rudisill, PA-C

Jameson Russell, DC

Chad Schultheis, MD

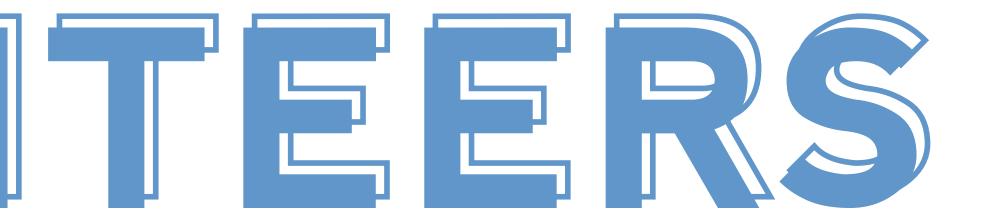
Andy Stafford, MD Timothy Steiner, MD Ray Stidd, MD John Strobel, MD Michael Stowell, MD Jonathan Surdam, MD Gregory Sutliff, MD Deanna Taylor PA-C Kenneth Tewel Jr, MD James Touloukian, MD Dr. Eric Trueblood, MD Ricardo Vasquez, MD Deon Vigilance, MD Greg Walker, MD Brian Warner, PA-C Melissa Watters, MD Jameson Way, MD Melinda Weakley, MD William Weber, MD Richard Weddle, MD Lisa Weiler, MD Mandy Wever, FNP J.P. White, MD Otto Wickstrom, MD Lillette Wood, MD Robert Wrenn, MD

OFF-SITE DENTISTS ACCEPTING

VIM REFERRALS David Adams, DDS Jeffrey Allen, DDS Gary Bishop, DDS Steven Bolinger, DDS Gene Brewer, DDS Elaine Coglan, DDS David Compton, DDS Tim Devitt, DMD Kenneth Eades, DDS Luke Eades, DDS James Goodpaster, DDS Alejandra Haddad, DDS Jonathan Hart, MD Josh Howder, DDS David Howell, DDS Karen Hrisomalos, DDS Kelly Jastremski, DDS Thomas Kapczynski, DDS William Kenfield, DDS David Lawler, DDS Allen Linnemeier, DDS Marc Meadows, DDS Allen Meier, DDS Seelye Parker, DDS Timothy Pliske, DDS Stephen Pritchard, DDS Gavin Rothrock, DDS Marc Smith, DDS Joseph Spires, DDS Mark Sutor, DDS Scott Tate, DDS Kyle Taylor, DDS Rhett Tharp, DDS Stephen Trager, DDS Ryan Tschetter, DDS

Thomas Watkins, DDS

Todd Whitlock, DDS



ORGANIZATIONS ACCEPTING VIM REFERRALS

Bloomington Anesthesiology Centerstone Dental Care Center **Futures Family Planning Clinic IU Health Bloomington** Advanced Pain Center Behavioral Health Services Coumadin Clinic Diabetes Care Center IU Health S. Indiana Physicians Aegis Woman's Healthcare **Emergency Medicine** ENT Associates of S. Indiana General Surgery Orthopedics of Southern Indiana Southern Indiana Pediatrics Urology Laboratory

Radiation Oncology Radiology Sports Medicine and Rehal

Sports Medicine and Rehabilitation Wound Healing Center I.U. Optometry Clinics I.U. School of Speech and Hearing

Pharmacy Express
Premier Healthcare
Sole Sensations
S. Indiana Pathologists
S. Indiana Radiology Associates

THANK YOU TO OUR LAY VOLUNTEERS!

Leah Akers (s) Mary Albright Nina Alexeev Philip Asamoah (s) Luiz Bispo de Jesus Purnima Bose Victoria Byrd (s) David Carlsen-Landy (s) Gwendolyn Carnighan (s) Gretchen Catron (s) Joan Caulton Wilma Chambers Rachel Chang (s) Tyler Close (s) Claire Crouse (s) Hannah Davidson (s) Amanda Day Megan Fasanella (s) Betty Ferguson Jean Firebaugh Claire Gillen Kristin Gillett-Heacock (s) Harini Gurram (s) Aida Haddad (s) Pat Harris **Bob Harter** Carla Hedges

Russell Hill Molly Hirt (s) Dannie Huang (s) Mary Huffman Wilma Jacobs Ana Maria Jaglowski Andrew Johns (s) **Donald Jones** Cole Julick (s) Eunice Kahn Avinash Kaur (s) Stephanie Keene (s) Mary Therese Keith Aava Khatiwada (s) Tami Hammond (s) Peggy Levora Patricia Long Luz Lopez Consuelo Lopez-Morillas Debbie Lorton Tyler Lucas (s) Pat Martin Kristen Mathis (s) Kirsten McGrew (s) Brenda McLane Megan Midkiff (s) Rebecca Miller (s) Julene Mnayarji (s) Cathy Moeller Carol Moore Suellen Moynihan Olga Munteanu (s) Charlene Muth Artinder Nanrhe (s) Alexander Nawakowski Maha Nour Jennifer Olson (s) Michael Paxson Amelia Pearce Mary Burch Ratliff Jeremy Renz (s) Paula Revnolds Claude Rice Dan Roskowski (s) Mary Kay Rothert James Rusie Rebecca Rusie Richard Sanders Eileen Schellhammer Shane Shaffer Kelsey Shean (s) George Springer Gayle Stuebe William Stuebe Milton Taylor Kayla Thompson (s) James Tolen Kyle Tses Kirsten Wallskog (s)

CHILDREN

William Hedges

Clara Henderson

VIM eligibility is offered only to adults because children of citizen parents are eligible for Medicaid. However, our noncitizen neighbors living in poverty have no insurance safety net, nor are they able to afford medical care for their children. In these instances, the Southern IN Pediatrics division of Indiana University Health Bloomington generously provides services at no change to these families. Services to VIM children often go unnoticed. These unsung heroes are so important to our mission we'd like to thank them by name:

Ester Briggs, CPNP
David C. Esarey, M.D.
Heather Franklin, M.D.
Esther Gerendas, CPNP
Debbie Hall, M.D.
Nichole Hickman, CPNP
Mary Howard, M.D.
James J. Laughlin, M.D.
Jane Lucas, CPNP
Richard Malone, M.D.
Audra Mazdzer, M.D.
Debra K. McDaniel, M.D.
Scot B. Moore, M.D.

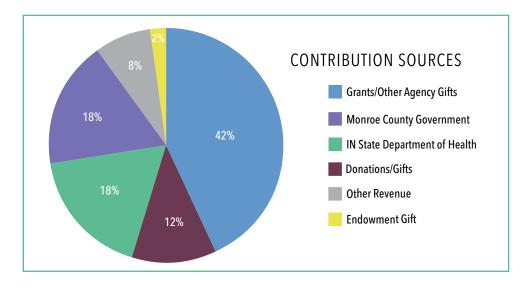
Brechin Newby, M.D.

Jason Simmonds, M.D.
Jill Troilo, M.D.
Susie J. Voland, CPNP
John Wrasse, M.D.
Kathryn M. Wright, CPNP

Betsy Walsh

Nancy White

THREE PILLARS OF SUCCESS: THE PARTNERS THAT MAKE IT POSSIBLE



Beyond the hundreds of hours that local lay and medical volunteers devote to serving VIM patients, we could not have sustained our continued growth and evolution without our phenomenal financial partners. In particular:

INDIANA UNIVERSITY HEALTH BLOOMINGTON HOSPITAL

The Volunteers in Medicine clinic was built on the foundation established by Bloomington Hospital's Community Health Access Program (CHAP). IU Health Bloomington Hospital has generously continued its commitment to improving healthcare delivery in the local community by providing the clinic with three full-time employee positions, labs and other diagnostic testing, radiology, procedures, emergency, and inpatient services. IU Health providers are generous in their willingness to see VIM patients in their specialty offices. In addition, VIM and IU Health Bloomington's "Individual Solutions" office have partnered to develop a collaborative eligibility process to screen patients for Medicaid, Healthy IN Plan, and VIM eligibility at the same time. We are committed to helping people access healthcare services in the best way possible for them. Finally, VIM wishes to thank the Bloomington Hospital Foundation for tremendous assistance as our fundraising agent.

COOK GROUP

The support from the Cook Group has been invaluable. From the initial major contribution during the Founder's Campaign that allowed VIM to move from vision to reality, to the purchase of the Second Street building with continued building maintenance, housekeeping, and grounds upkeep, the Cook Group has clearly been one of the pillars of VIM's success. Bill Cook once said, "If we take, we must return. That is a sacred value." The Cook Group embodies this core value and Volunteers in Medicine is deeply grateful.

THE COMMUNITY: CITY, COUNTY, STATE & GRANT FUNDING

Also instrumental in the initial startup of the clinic was the City of Bloomington, Monroe County, United Way and many individuals, organizations and corporations. Significant support continues to be received annually by the IN State Department of Health and both Monroe and Owen County governments. Over the past five years grant support from the Susan G. Komen Foundation, Jack Hopkins (City of Bloomington), Baxter International Foundation, the Community Foundation of Monroe County, and the Monroe County Health Department (among others), have allowed VIM to pursue specific projects that continuously improve the care and services for our patients - for example, replacing critical pieces of equipment, funding mammograms for low-income women, replacing very old computers, purchasing glucometers and diabetic test strips to give to diabetic patients, dental supplies, providing pre-natal care for women not otherwise eligible for pregnancy Medicaid, and so forth. VIM was recertified as a United Way agency in 2010. We appreciate the generous support of these granting organizations.

THE COMMUNITY: PRIVATE GIFTS, DONATIONS AND IN-KIND SUPPORT

The demands for funding are never-ending – from expensive computer toner cartridges, office supplies, replacing aging equipment, flu vaccine, diabetic test strips, upgrading technology – the list goes on and on. Fortunately, VIM enjoys the financial support of a long list of individual donors. This includes significant in-kind support from vendors such at Smithville Telephone Co., ProBleu and Shredding Unlimited. Our heartfelt thanks and gratitude to our many donors for their one-time, annual, or in-kind financial support.

FIVE YEARS

GROWTH TO MEET DEMAND

ELIGIBILITY

VIM has made great strides in reaching the uninsured in Monroe and Owen counties, but the need continues to grow. As Table 1 shows, close to 9000 applications have been approved since we opened our doors, including both new certifications and 6-month recertifications. Over 5000 unique individuals have enrolled over the past five years. To keep pace with the steadily increasing applications, the VIM Eligibility Coordinator and volunteer representatives held over 6500 visits during 2011.

MEDICAL / DENTAL / BEHAVIORAL HEALTH

Over the past five years the demand for medical services has skyrocketed. VIM's main focus is to provide primary care for acute and chronic conditions at the clinic. Close to 10,000 medical visits were held during 2011. This can be equated to a monetary value of \$933,750.

For illnesses or conditions we are not equipped to serve on-site, we refer our patients to local specialists' offices. For example, all vision services are addressed off-site through a partnership with the IU School of Optometry and patients are seen at both the Community Eye Care Center and the Atwater sites. Through this partnership, patients receive eye exams and glasses at substantially reduced rates. We are grateful to our specialists, listed on page 6 who accept our patients.

In 2010, grant funding allowed us to purchase equipment to fully equip two dental rooms. This has allowed us to expand our dental services to include x-ray, extractions, fillings and tooth repair. One of the primary goals of 2012-2013 is to recruit additional dentists and hygienists in order to expand availability of appointments. Similarly, we are in the process of exploring avenues to recruit additional counselors and therapists to expand our behavioral health services during the next year as well.

PHARMACY

During 2011VIM had over 11,000 patient visits to our medication room. This on-site "pharmacy" does not stock narcotics and is not a retail pharmacy, but exists solely to serve VIM patients who are unable to afford medications. During 2011, VIM provided 28,207 prescriptions at no cost; however often patients make voluntary donations. The retail value of these prescriptions was just under \$4.4 million.

WALK-IN

Walk-in patients are accepted depending on the availability of the healthcare providers and the urgency of the issue. A nurse practitioner staffs the walk-in clinic four days per week, including one evening. All patients who walk in without an appointment are evaluated by one of the staff nurses for an initial determination of the urgency of the issue. Thus, patients who walk in are either seen by a nurse practitioner that same day or with less urgent issues are offered an appointment within the next day or two. By offering walk-in services we can address acute issues that do not warrant a visit to the local emergency room. During 2011 close to 3000 walk-in patients were seen at VIM.

Table 1: Five Year Comparison of Key Indicators

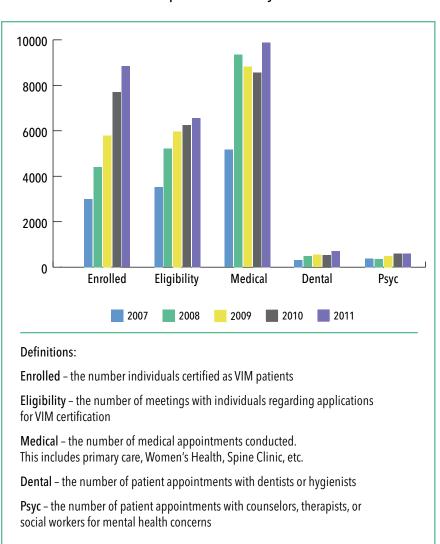


Table 2: Five Year Comparison of Number of Prescriptions Provided to VIM Patients

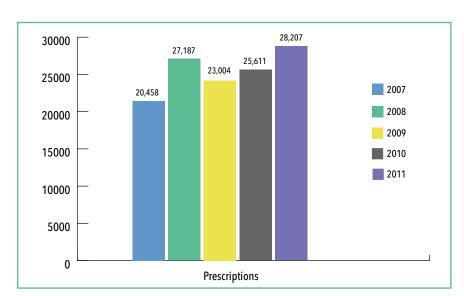
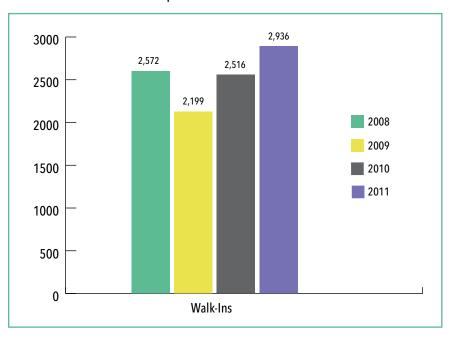


Table 3: Four Year Comparison of Number of Walk-in Patients



ON-SITE SERVICES

Volunteers in Medicine provides free, quality, primary and preventative care for both chronic and acute illnesses, as well as:

- Acupuncture
- Counseling
- Dental Care
- Health Education
- Massage
- Neurology
- Orthopedics
- Patient Education
- Pharmacy services
- Physical Therapy
- Social Work
- Specialty Referrals
- Spine Clinic
 Walk in Clinic
- Walk-in Clinic
- Women's Health

IN REVIEW

KEY ACCOMPLISHMENTS

2007

GRAND OPENING: April 23, 2007, with 781 enrollees.

Providers of every medical specialty agreed to accept VIM referrals free of charge.

894 patients were referred to 27 different specialists in the first year.

2008

Expanded programs to include podiatry, accupuncture and neurology onsite.

Expanded preventative care classes in diet, nutrition, exercise, tobacco cessation and diabetes education.

Partnered with IU Health Bloomington Hospital to develop an enrollment process for the Healthy IN Plan in tandem with VIM eligibility.

Cook Group purchased 811 W Second Street and donated the use of this facility for the VIM clinic. Additional gifts from the City of Bloomington, Smithville Telephone and private donations supplemented the capital improvement work.



Dr. Tony Kenworthy, Volunteer Dentist

2011

Expanded access for walk-in patients through increased hours for nurse practicioner.

Beginning of Personal Health Record pilot project for diabetes management.

Awarded grant to purchase 10 new computers and upgrade microsoft office software.

Search for new executive director.



2009

Moved to new building.

Increased specialists and enhanced services such as the diabetic and spine clinics.

Established new wellness program, "YES I CAN!"

Expanded access to walk-in patients through half-time nurse practicioner.

Owen County Clean Teeth Initiative

2010

Fully equipped dental rooms allowed the expansion of dental services to include x-ray, extractions, fillings and tooth repair.

Successful recertification with United Way.

Upgraded pharmacy software and hardware.

Awarded grant to purchase scanners to assist with initial Electronic Medical Record preparation.



Sung Park, Nurse Practicioner

ELIGIBILITY FOR VIM SERVICES

THE VOLUNTEERS IN MEDICINE CLINIC SERVES PEOPLE WHO:

- Reside in Monroe or Owen counties.
- Do not have health insurance, Medicare or Veteran's Administration medical benefits.
- Meet asset eligibility requirements.
- Earn income equal to or below 200% of the federal poverty level per the chart below.

Persons in family or household	Household income equal to or less than
1	\$22,340
2	\$30,260
3	\$38,180
4	\$46,100
5	\$54,020
6	\$61,940
7	\$69,860
8	\$77,780
For families with more than 8 person	s, add \$3,960 for each additional person

For families with more than 8 persons, add \$3,900 for each additional person

ELIGIBILITY REQUIREMENTS

To begin receiving services at the Volunteers in Medicine clinic, residents should come to the clinic to meet with an eligibility representative who will determine whether the resident meets the clinic's residence, income and eligibility requirements. Advance appointments are not needed for eligibility meetings.

The following documents will be needed at this appointment:

- Proof of Monroe or Owen County residence, such as a lease agreement, rent receipt or utility bill with current name and address
- A complete copy of the last federal income tax papers* including:
 - 1. Form 1040, pages 1 and 2, OR
 - 2. Form 1040EZ, AND
 - 3. All W-2s and/or 1099s, AND
 - 4. Any schedules, if filed.
- payroll check stubs or verification of the income for everyone in the household**
- your most recent statements that reflect the current balance and/or cash balance for checking and savings accounts, stocks, bonds, IRA/CD and life insurance
- additional income sources, such as: child support, food stamps, Social Security, TANF or unemployment.
- * If you cannot locate a copy of your federal tax return, you may obtain one from the local IRS office located at 2017 S. Liberty Drive.
- ** If you are unemployed and not currently receiving any income, you must obtain a copy of form KWE3565 from WorkOne, the local employment office located at 450 S. Landmark Avenue

Help Us Help Others - Please Detach and Return
One dose of flu vaccine
O Gift of Stock Name Address
Phone or Email
Credit Card # Exp. date
Please Mail to: Volunteers in Medicine of Monroe County, Inc. c/o Bloomington Hospital Foundation P.O. Box 1149 Bloomington, IN 47402

VIM BOARD OF DIRECTORS

The Board of Directors for VIM is a diverse and dedicated group of individuals representing a wide range of sectors from Monroe and Owen counties. From medical professionals to bankers, lawyers, nurses, and accountants; from IUH Bloomington Hospital, Indiana University, and Cook Medical Group representatives to community members and VIM volunteers, the Board provides fiscal oversight and strategic decision-making to ensure the clinic is the best steward of its human and financial resources as is possible. The strength of this organization over the past five years is in large part due to the diligent governance and hard work of this amazing group of volunteers. Thank you to all past and present directors for your commitment to VIM's mission and the generosity of your time that has enabled VIM to provide free medical care for the uninsured.

VIM directors serve up to two three-year terms and, in addition to monthly meetings, volunteer to serve on at least one of the essential committees that advise the executive director (e.g. Finance, Operations, Quality Assurance, Patient Advisory, and Resource Development).

2012-2013 Board officers are: J. Terry Clapacs (President), Bruce Hamlin (Past President), Philippa Guthrie (Vice President), Dan Lodge-Rigal (Secretary), and Julie Adams (Treasurer).

If you have an interest in serving on this dynamic Board, please call Nancy Richman, 812-333-4032.



Photo includes 2012-2013 Directors as well as those whose term ended on March 31, 2012.

Pictured from left to right:

Sitting: Cindy Lott (I), Eric Bannec MD (T), Philippa Guthrie, J. Terry Clapacs, Bruce Hamlin, Nancy Woolery (T), Kay Fields

Standing: Cynthia Kretz, Ruth Ann Morris, Jerry Towle, Dan Lodge-Rigal MD, Mark Duling (I), Mary Burch Ratliff, Ellie Rogers, Linda Simon (T), Jerry Neely (T)

Not Pictured: Rajih Haddawi MD (T), Tony Kenworthy DDS (T), Lyle McKee, Peter Wallskog MD (I), Julie Adams

- (T) Term ended on 3/31/2012
- (I) Incoming 4/1/2012

LAY VOLUNTEER OPPORTUNITIES

- Greeters and Receptionists
- Appointment Schedulers
- Data Entry
- Spanish Medical Interpreters
- Medical Records Assistants
- Computer Support
- Community Outreach
- Patient Educators
- Wellness Instructors

For more information on donating, please call the Bloomington Hospital Foundation, the fundraising agent for Volunteers in Medicine, at 812.353.5002